



Federal Communications Commission
Enforcement Bureau
Investigations and Hearings Division
445 12th Street, S.W., Suite 3-B443
Washington, D.C. 20554

March 26, 2004

Melissa Newman
Vice President-Federal Regulatory
Qwest Communications International, Inc.
607 14th Street, N.W.
Suite 950
Washington, D.C. 20005

RE: Section 271 Compliance Review Program for Arizona

Dear Ms. Newman:

The Commission has granted Qwest Communications International, Inc. ("Qwest") authorization to provide interLATA services in Arizona, pursuant to section 271 of the Communications Act of 1934, as amended (the "Act").¹ The Enforcement Bureau ("Bureau") will monitor Qwest's compliance with section 271 in Arizona through the Section 271 Compliance Review Program. This program is based on a structured and systematic approach to compliance review and enforcement. The Bureau has assigned a team of auditors, attorneys, and other professional staff from the Investigations and Hearings Division ("Compliance Review Team" or "Team") to work with Qwest through the duration of the review and to monitor Qwest's performance in the states where it has received section 271 approval. The primary team members responsible for this review are Mika Savir, Attorney Advisor, and Robert Bentley, Auditor.

During the review, the Team will closely review Qwest's performance in subject matter areas that the Commission has identified as areas of concern in the *Qwest Order*. In this regard, we have attached a list of areas about which the Commission expressed its concern in the *Qwest Order*. The Bureau will focus its review on these areas and relevant performance measurements, however, it may also monitor other areas not noted by the Commission in the *Qwest Order*.

The Bureau's review will occur in three phases:

Phase 1: The Phase 1 review will occur during the first six months following the section 271 grant. A representative from the Bureau will contact Qwest to schedule a planning meeting with Qwest representatives and the Team overseeing the review. The purpose of this meeting is to provide Qwest with the opportunity to participate in developing the Review Program and to assist the Bureau in determining the type and format of information pertaining to Qwest's performance that the Team will review.

¹ *Application by Qwest Communications International, Inc. for Authorization to Provide In-Region, InterLATA Services in Arizona*, Memorandum Opinion and Order, FCC 03-309 (rel. Dec. 3, 2003) ("*Qwest Order*").

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At the meeting, Qwest should be prepared to discuss the areas of concern that the Commission noted in the *Qwest Order* (also listed in the attachment to this letter) and to identify knowledgeable employees, applicable corporate records, and computer systems related to these areas. We will also discuss consolidating this compliance review with the Qwest 9-state and 3-state review.

Qwest should provide the names and contact information of Qwest employees authorized to respond to requests for information. Following the meeting, the Team will send a follow-up letter to Qwest memorializing the discussions at the meeting and describing the information Qwest is responsible for submitting to the Bureau approximately six months after the approval date. The Team will also continue to monitor Qwest's performance during Phase 1 through the monthly carrier-to-carrier performance reports.

Phase 2: The Phase 2 review will occur during the second six-month period after the grant. This phase of the review contemplates the issuance of a request for information directing Qwest to update information submitted previously, and to provide additional information concerning its performance since the Phase 1 review. The information responsive to this request will be due at the end of the Phase 2 review period. The Team will continue to monitor Qwest's performance through the carrier-to-carrier reports. The Team will not limit its review in Phase 2 to performance data or information derived from the second six-month period; rather, when evaluating the need for any further action, the Team will consider all of the post-authorization data and information.

Phase 3: The third phase of the review will begin after Qwest submits the information the Team required in Phase 2. During this phase the Bureau may make informal inquiries of Qwest regarding its section 271 compliance and will investigate instances of suspected or alleged noncompliance.

At any time during this review, the Team may ask Qwest to provide additional information. The Team may also request additional meetings with Qwest employees who have expertise in specific subject matters. These additional inquiries may supplement existing requests or may encompass new inquiries.

If you have any general questions concerning the issues raised in this letter, please feel free to contact Ms. Savir at (202) 418-0384 or Mr. Bentley at (202) 418-0876. Thank you in advance for your cooperation.

Sincerely,

Hillary S. DeNigro
Deputy Chief
Investigations and Hearings Division
Enforcement Bureau

Enclosure

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Attachment
Commission-Identified Compliance Review Subjects²

- I. Checklist Item 2: Unbundled Network Elements – OSS – Change management (Qwest Order ¶¶ 20-25)
- II. Other Checklist Items – Unbundled Local Loops (Qwest Order ¶¶ 26-29)
- III. Public Interest Analysis – Unfiled Interconnection Agreements (Qwest Order ¶¶ 55-57)

² The Bureau may monitor other subjects or performance indicators not expressly noted by the Commission in the *Qwest Order* or this letter.